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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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10/812,265

03/29/2004

Jason Batai

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7590

12/10/2009

DAVID A. DAGG, ESQ.
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EXAMINER

NGUYEN, KHAI N

ART UNIT

PAPER NUMBER

2614

NOTIFICATION DATE

DELIVERY MODE

12/10/2009

ELECTRONIC

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Notice of the Office communication was sent electronically on above-indicated "Notification Date" to the following e-mail address(es):

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Office Action Summary	Application No. 10/812,265	Applicant(s) BATAI, JASON	
	Examiner KHAI N. NGUYEN	Art Unit 2614	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 16 September 2009.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-3,6-15 and 18-25 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-3,6-15 and 18-25 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Response to Amendment

1. Applicant's amendment filed on September 16, 2009 has been entered. Claims 1, 2, 13, 14, and 25 have been emended. Claims 4-5 and 16-17 have been canceled. No claims have been added. Claims 1-3, 6-15, and 18-25 are still pending in this application, with claims 1, 13, and 25 being independent.
2. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

Claim Rejections - 35 USC § 103

3. Claims 1-3, 6-15, and 18-25 are rejected under 35 U.S.C. 103(a) as being unpatentable over Coles et al. (U.S. Publication 2004/0008828 A1 hereinafter "Coles") in view of Perkins et al (U.S. Publication 2002/0038309 A1 hereinafter "Perkins"), and in view of Anderson (U.S. Patent Number 5,757,904).

Regarding claim 1, Coles teaches a method for processing a received call (Figs. 1-3), comprising:

routing the received call to an agent (Fig. 1, 110-112 AGENT POSITION 1-N, 114-116 Telephones, 118-120 Workstations, 122-124 PBX Telephone Lines, 150 Private Branch Exchange (PBX), 126-128 Service Provider Lines, paragraph hereinafter

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“par” [0023], i.e., perform all telephony commands via voice recognition circuit in the workstations, and par [0024] lines 1-5);

detecting a change of mode event prior to termination of said received call (Fig. 1, 130 Interactive Voice-Response (IVR), par [0023], i.e., perform all telephony commands via voice recognition circuit in the workstations, par [0024] lines 6-9, and Fig. 3, step 202 Monitor Input, par [0031] lines 1-4, i.e., the microprocessor monitors the telephone conversation between the call center agent and the customer to detect telephony commands);

responsive to said detecting said change of mode event, entering a muted command mode during which a caller of said call is prevented from hearing said agent speaking (Fig. 1, Fig. 2, 170 SPEECH, 172 VOICE RECOGNITION, par [0028] lines 1-6, i.e., mute the agent’s voice channel); receiving, during said muted command mode and prior to termination of said received call (Fig. 1, Fig. 2, 170 SPEECH, 172 VOICE RECOGNITION, par [0027] lines 8-10, i.e., the voice recognition circuit monitors the agent and the customer’s speech during a conversation), at least one call description voice command from said agent (Fig. 1, Fig. 2, 170 SPEECH, 172 VOICE RECOGNITION, par [0028] lines 1-6, i.e., mute the voice channel and speak one or more voice commands “keywords”); and

storing at least one call description voice command in a data record associated with said received call in a database of call records associated with received calls (Fig. 1, 110-112, 118-120 Workstations, 140 Host, 142 Local Area Network (LAN), par [0024]

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lines 10-15, i.e., database contains information relevant to the call, such as customer data record, etceteras, and paragraph [0035], lines 17-24).

Coles teaches a system for monitoring the conversation between an agent and a customer to detect telephony/voice commands. However, Coles might not clearly disclose the activity code, and the activity code describes the received call, and the activity code is associated with one of a plurality of time period occurring during the received call, although this feature is old and well known in the art especially in telemarketing/call center applications as described below in one of the many 379 class references.

In the same field of endeavor, Perkins teaches agents to enter a wrap up code "activity code" indicate what a call was regarding, i.e., the activity code associated with at least one call description in a data record associated with the received call, wherein at least one activity code describes the received call (See Perkins – Figs. 1-8, paragraph [0025]). Perkins further teaches that there is a need to deliver the information that allows agents to better serve the customers, make more sales and more money (See Perkins – paragraph [0037]). Anderson teaches the activity code is associated with one of a plurality of time period occurring during the received call (See Anderson – Fig. 4, step 412 Monitor Agent's Actions, column 2 lines 41-44, and lines 51-54, i.e., monitor activities to determine a subset of the requested information, e.g., a wrap up code "activity code" and with whom the agent is presently engaged in a telephone call and what the telephone call is about). Anderson further teaches that

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there is a need to make the call center agents' activities significant easier is to provide the agents with information in a contact-sensitive manner (See Anderson – column 1 line 66 through column 2, line 3).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time of the invention was made to incorporate the use of the activity code associated with at least one call description in a data record associated with the received call, wherein at least one activity code describes the received call and the activity code is associated with one of a plurality of time period occurring during the received call, as taught by Perkins and Anderson, into the method and system of Coles in order to enhance the agent hand-free activities at the call center. Since, Coles teaches the voice recognition/ voice commands to be used by the agents in a call center, and thus adding the activity code associated with at least one call description in a data record associated with the received call, wherein at least one activity code describes the received call and the activity code is associated with one of a plurality of time period occurring during the received call is to apply a known technique to a known device ready for improvement to yield predictable results (see KSR – MPEP 2143).

One having ordinary skill in the art would have been motivated to make such a modification to allow the agents to better serve the customers, make more sales and more money, and make the call center agents' activities significant easier as per the teachings of Perkins and Anderson.

Regarding claims 2 and 14, Coles teaches a system and a method that change of mode event comprises detecting a voice command spoken by an agent prior to termination of said received call (Figs. 1-3, par [0031] lines 1-4, i.e., the microprocessor monitors the telephone conversation between the call center agent and the customer to detect telephony commands).

Regarding claims 3 and 15, Coles teaches a system and a method wherein said change of mode event comprises detection of a signal from a manual interface mechanism on a telephone headset associated with said agent (Fig. 1, Fig. 2, 174 Converter, 178 HEADSET, par [0025] lines 1-9, and par [0027] lines 1-3).

Regarding claims 6-7, and 18-19 Coles teaches a method wherein said activity code indicates that a sale occurred during said call (Fig. 3, step 230, par [0041] lines 1-3, i.e., sale invoice); and wherein said activity code indicates an identity of a calling party involved in said call (Fig. 1, 140, 412, par [0024] lines 13-15. i.e., customer data record).

Coles does not specifically disclose the activity code. In the same filed of endeavor, Perkins teaches to record a lot of information about the call using warp up "activity" codes (See Perkins – Figs. 1-8, paragraph [0025]). Therefore, it would have been obvious to one of ordinary skill in the art to incorporate the activity code, as taught by Perkins, into the method of Coles in order to record the activities via voice commands/keywords recognition.

Regarding claims 8-11 and 20-23, Coles and Perkins disclose everything claimed as applied above (see claims 1 and 13). However, Coles and Perkins might not clearly disclose the commands for internal agent status (i.e., agent availability, agent is log off, etceteras). In the same field of endeavor, Anderson teaches to report internal agent present status like absent (not logged in/log off), present (logged in), busy (temporarily unavailable), and not busy (available) (Anderson – Fig. 1,114, Figs. 7-8, col. 8 lines 30-32). Therefore, it would have been obvious to one of ordinary skill in the art to incorporate the internal agent status, as taught by Anderson, into the method/system of Coles and Perkins in order to record the status via voice commands/keywords recognition. Since Coles and Perkins teach the voice recognition/ voice commands to be used by the agents in a call center, and thus adding the commands for internal agent status (i.e., agent availability, agent is log off, etceteras) is to apply a known technique to a known device ready for improvement to yield predictable results (see KSR – MPEP 2143).

Regarding claims 12 and 24, Coles a method and a system further comprising report logic operable to generate at least one report describing a plurality of received calls, wherein said report is based at least in part on said data record associated with said received call, and wherein said report reflects said activity code (Figs. 1-2, par [0010], and par [0024] lines 13-15, i.e., customer data records).

However, Coles does not specifically disclose the activity code. In the same filed of endeavor, Perkins teaches to record a lot of information about the call using warp up "activity" codes (See Perkins – Figs. 1-8, paragraph [0025]). Therefore, it would have been obvious to one of ordinary skill in the art to incorporate the activity code, as taught by Perkins, into the method of Coles in order to record the activities via voice commands/keywords recognition

Regarding claim 13, Coles teaches a system for processing a received call (Figs. 1-3), comprising:

call receiving logic operable to route the received call to an agent (Fig. 1, 110-112 AGENT POSITION 1-N, 114-116 Telephones, 122-124 PBX Telephone Lines, 150 Private Branch Exchange (PBX), 126-128 Service Provider Lines, par [0024] lines 1-5); and

voice recognition logic (Fig. 2, 170 SPEECH, 172 VOICE RECOGNITION) operable to

detecting a change of mode event prior to termination of said received call (Fig. 1, 130 Interactive Voice-Response (IVR), par [0023], i.e., perform all telephony commands via voice recognition circuit in the workstations, par [0024] lines 6-9, and Fig. 3, step 202 Monitor Input, par [0031] lines 1-4, i.e., the microprocessor monitors the telephone conversation between the call center agent and the customer to detect telephony commands);

responsive to said change of mode event being detected, enter a muted command mode during which a caller of said call is prevented from hearing said agent speaking (Fig. 1, Fig. 2, 170 SPEECH, 172 VOICE RECOGNITION, par [0028] lines 1-6, i.e., mute the agent's voice channel); receiving, during said muted command mode and prior to termination of said received call (Fig. 1, Fig. 2, 170 SPEECH, 172 VOICE RECOGNITION, par [0027] lines 8-10, i.e., the voice recognition circuit monitors the agent and the customer's speech during a conversation), at least one call description voice command from said agent (Fig. 1, Fig. 2, 170 SPEECH, 172 VOICE RECOGNITION, par [0028] lines 1-6, i.e., mute the voice channel and speak one or more voice commands "keywords"); and

storing at least one call description voice command in a data record associated with said received call in a database of call records associated with received calls (Fig. 1, 110-112, 118-120 Workstations, 140 Host, 142 Local Area Network (LAN), par [0024] lines 10-15, i.e., database contains information relevant to the call, such as customer data record, etceteras, and paragraph [0035], lines 17-24).

Coles teaches a system for monitoring the conversation between an agent and a customer to detect telephony/voice commands. However, Coles might not clearly disclose the activity code, and the activity code describes the received call, and the activity code is associated with one of a plurality of time period occurring during the received call, although this feature is old and well known in the art especially in

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telemarketing/call center applications as described below in one of the many 379 class references.

In the same field of endeavor, Perkins teaches agents to enter a wrap up code “activity code” indicate what a call was regarding, i.e., the activity code associated with at least one call description in a data record associated with the received call, wherein at least one activity code describes the received call (See Perkins – Figs. 1-8, paragraph [0025]). Perkins further teaches that there is a need to deliver the information that allows agents to better serve the customers, make more sales and more money (See Perkins – paragraph [0037]). Anderson teaches the activity code is associated with one of a plurality of time period occurring during the received call (See Anderson – Fig. 4, step 412 Monitor Agent’s Actions, column 2 lines 41-44, and lines 51-54, i.e., monitor activities to determine a subset of the requested information, e.g., a wrap up code “activity code” and with whom the agent is presently engaged in a telephone call and what the telephone call is about). Anderson further teaches that there is a need to make the call center agents’ activities significant easier is to provide the agents with information in a contact-sensitive manner (See Anderson – column 1 line 66 through column 2, line 3).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time of the invention was made to incorporate the use of the activity code associated with at least one call description in a data record associated with the received call, wherein at least one activity code describes the received call and the activity code is associated with one of a plurality of time period occurring during the

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received call, as taught by Perkins and Anderson, into the method and system of Coles in order to enhance the agent hand-free activities at the call center. Since, Coles teaches the voice recognition/ voice commands to be used by the agents in a call center, and thus adding the activity code associated with at least one call description in a data record associated with the received call, wherein at least one activity code describes the received call and the activity code is associated with one of a plurality of time period occurring during the received call is to apply a known technique to a known device ready for improvement to yield predictable results (see KSR – MPEP 2143).

One having ordinary skill in the art would have been motivated to make such a modification to allow the agents to better serve the customers, make more sales and more money, and make the call center agents' activities significant easier as per the teachings of Perkins and Anderson.

Regarding claim 25, Coles teaches a system for processing a received call (Figs. 1-3), comprising:

means for routing the received call to an agent (Fig. 1, 110-112 AGENT POSITION 1-N, 114-116 Telephones, 122-124 PBX Telephone Lines, 150 Private Branch Exchange (PBX), 126-128 Service Provider Lines, par [0024] lines 1-5);

means for detecting a change of mode event prior to termination of said received call (Fig. 1, 130 Interactive Voice-Response (IVR), par [0023], i.e., perform all telephony commands via voice recognition circuit in the workstations, par [0024] lines 6-9, and Fig. 3, step 202 Monitor Input, par [0031] lines 1-4, i.e., the microprocessor monitors the

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telephone conversation between the call center agent and the customer to detect telephony commands);

means, responsive to said detecting said change of mode event, entering a muted command mode during which a caller of said call is prevented from hearing said agent speaking (Fig. 1, Fig. 2, 170 SPEECH, 172 VOICE RECOGNITION, par [0028] lines 1-6, i.e., mute the agent's voice channel); means for receiving, during said muted command mode and prior to termination of said received call (Fig. 1, Fig. 2, 170 SPEECH, 172 VOICE RECOGNITION, par [0027] lines 8-10, i.e., the voice recognition circuit monitors the agent and the customer's speech during a conversation), at least one call description voice command from said agent (Fig. 1, Fig. 2, 170 SPEECH, 172 VOICE RECOGNITION, par [0028] lines 1-6, i.e., mute the voice channel and speak one or more voice commands "keywords"); and

means for storing at least one call description voice command in a data record associated with said received call in a database of call records associated with received calls (Fig. 1, 110-112, 118-120 Workstations, 140 Host, 142 Local Area Network (LAN), par [0024] lines 10-15, i.e., database contains information relevant to the call, such as customer data record, etceteras, and paragraph [0035], lines 17-24).

Coles teaches a system for monitoring the conversation between an agent and a customer to detect telephony/voice commands. However, Coles might not clearly disclose the activity code, and the activity code describes the received call, and the activity code is associated with one of a plurality of time period occurring during the

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received call, although this feature is old and well known in the art especially in telemarketing/call center applications as described below in one of the many 379 class references.

In the same field of endeavor, Perkins teaches agents to enter a wrap up code "activity code" indicate what a call was regarding, i.e., the activity code associated with at least one call description in a data record associated with the received call, wherein at least one activity code describes the received call (See Perkins – Figs. 1-8, paragraph [0025]). Perkins further teaches that there is a need to deliver the information that allows agents to better serve the customers, make more sales and more money (See Perkins – paragraph [0037]). Anderson teaches the activity code is associated with one of a plurality of time period occurring during the received call (See Anderson – Fig. 4, step 412 Monitor Agent's Actions, column 2 lines 41-44, and lines 51-54, i.e., monitor activities to determine a subset of the requested information, e.g., a wrap up code "activity code" and with whom the agent is presently engaged in a telephone call and what the telephone call is about). Anderson further teaches that there is a need to make the call center agents' activities significant easier is to provide the agents with information in a contact-sensitive manner (See Anderson – column 1 line 66 through column 2, line 3).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time of the invention was made to incorporate the use of the activity code associated with at least one call description in a data record associated with the received call, wherein at least one activity code describes the received call and the

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activity code is associated with one of a plurality of time period occurring during the received call, as taught by Perkins and Anderson, into the method and system of Coles in order to enhance the agent hand-free activities at the call center. Since, Coles teaches the voice recognition/ voice commands to be used by the agents in a call center, and thus adding the activity code associated with at least one call description in a data record associated with the received call, wherein at least one activity code describes the received call and the activity code is associated with one of a plurality of time period occurring during the received call is to apply a known technique to a known device ready for improvement to yield predictable results (see KSR – MPEP 2143).

One having ordinary skill in the art would have been motivated to make such a modification to allow the agents to better serve the customers, make more sales and more money, and make the call center agents' activities significant easier as per the teachings of Perkins and Anderson.

Response to Arguments

4. Applicant's arguments with respect to claims 1-3, 6-15, and 18-25 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

5. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP

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§ 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to KHAI N. NGUYEN whose telephone number is (571)270-3141. The examiner can normally be reached on Monday - Thursday 6:30AM - 5:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad F. Matar can be reached on (571) 272-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/K. N. N./
Examiner, Art Unit 2614
12/04/2009

/Rasha S AL-Aubaidi/

Primary Examiner, Art Unit 2614